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**QUESTION 1**

A critical internal IT server provisioning process is under review and the IT manager is considering moving the process to the cloud. The IT staff has selected the cloud provider and must now migrate the process. Which of the following MUST the IT staff do to ensure the transition meets the IT manager's requirements?

- A. Pilot the process using cloud resources and perform a comprehensive test.
- B. Survey the business users and implement the solution that received the most positive feedback.
- C. Ask the server administrator to sign off and approve the implementation plan.
- D. Shift the current process to the cloud since the SLA will guarantee 99.999% availability.

Correct Answer: A

QUESTION 2

Which of the following can influence the monthly service fee Company A pays for Company B to host their cloud, such that Company A might pay more per month as their company grows?

- A. Amount of data stored
- B. Connectivity speed
- C. Confidentiality of the data
- D. Uptime requirements

Correct Answer: A

QUESTION 3

Which of the following is one of the benefits of using the ITIL framework for a cloud migration project?

- A. Reduced dependence on outsourcing
- B. Reduced complexity
- C. Alignment with business needs
- D. User interface improvements

Correct Answer: C

QUESTION 4

The IT department is planning the migration of their customer billing database to an external cloud provider. They have resolved most technical concerns but are worried about data interception between the



cloud and branch offices. Which of the following is the BEST way to address this concern?

- A. Design, build and test a robust security access program
- B. Encrypt the database
- C. Encrypt the data stream
- D. Use certificate services for database access

Correct Answer: D

QUESTION 5

Which of the following ITL process would manage the datacenter in a public cloud environment?

- A. Technology management
- B. Information security management
- C. Applications management
- D. Facilities management

Correct Answer: B

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